

Where to go

When you don't feel well, it can be tough to know when and where to seek care. Should you wait to see your primary care provider (PCP) take advantage of a Virtual Visit (see next page) or visit an urgent care center? The best thing to do is to ask your PCP about when and where to get care, especially if you already have a medical condition. However, if your PCP isn't available, here is a helpful chart that may help you decide.

	Virtual Visit	Urgent care center	Emergency room
Animal bites		✓	• Any life-threatening or disabling condition
Stitches		✓	
X-rays		✓	• Sudden or unexplained loss of consciousness
Back pain		✓	
Mild asthma		✓	• Chest pain, numbness in face, arm or leg, difficulty speaking
Minor headaches	✓	✓	• Severe shortness of breath
Sprains, strains		✓	
Nausea, vomiting, diarrhea		✓	• High fever with stiff neck, mental confusion or difficulty breathing
Bumps, cuts, scrapes	✓	✓	
Burning with urination	✓	✓	• Coughing up or vomiting blood
Coughs, sore throat	✓	✓	
Ear or sinus pain	✓	✓	• Cut or wound that won't stop bleeding
Eye swelling, irritation, redness or pain	✓	✓	• Major injuries
Minor allergic reactions	✓	✓	
Minor fevers, colds	✓	✓	• Possible broken bones
Rashes, minor burns	✓	✓	

ER rule of thumb: Call 911 or go to the emergency room (ER) if you think you could put your health at serious risk by waiting to get care.

Note: Generally, out-of-pocket costs are lower if non-emergency care is received at an urgent care center, and a Virtual Doctor Visit has a \$0 copay. Each clinic or center may have different services available and different hours they are open, so be sure to call and ask before you go.

Do more with your plan

 retiree.uhc.com/UAWTrust



1-844-320-5021, TTY 711
8 a.m.–8 p.m. local time, Monday–Friday



To update your contact information, call RHCC at **1-866-637-7555**, 8:30 a.m.–4:30 p.m. ET, Monday–Friday.

¹A copay or coinsurance may apply if you receive services that are not part of the annual physical/wellness visit.

²Providers cannot prescribe medications in all states.

³Not all network providers offer virtual care. Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies.

⁴24/7 Nurse Support should not be used for emergency or urgent care needs, used for informational purposes only. In an emergency, call 911 or go to the nearest emergency room. The information provided through this service is for informational purposes only. The nurses cannot diagnose problems or recommend treatment and are not a substitute for your provider's care. Your health information is kept confidential in accordance with the law. Access to this service is subject to terms of use.

⁵Refer to the Evidence of Coverage for eligibility requirements. Real Appeal is available at no additional cost to UnitedHealthcare members on this insurance plan with a BMI of 19 and higher, subject to eligibility. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply. The information provided through the program is for informational purposes only and provided as part of your health plan. It is educational in nature and should not substitute for medical advice. Copyright © 2023 Rally Health, Inc. Rally is a trademark of Rally Health, Inc. All other trademarks are the property of their respective owners. All rights reserved.

⁶A new referral is required after every discharge to access your meal and transportation benefit. Benefits, features and/or devices vary by plan/area. Limitations and exclusions apply.

⁷Availability of the SilverSneakers program varies by plan/market. Refer to your Evidence of Coverage for more details. Consult a health care professional before beginning any exercise program. SilverSneakers is a registered trademark of Tivity Health, Inc. © 2024 Tivity Health, Inc. All rights reserved.

⁸Participating locations ("PL") are not owned or operated by Tivity Health, Inc. or its affiliates. Use of PL facilities and amenities are limited to terms and conditions of PL basic membership. Facilities and amenities vary by PL. Membership includes SilverSneakers instructor-led group fitness classes. Some locations offer members additional classes. Classes vary by location.

⁹Modivcare may subcontract to other vendors or individuals. Subcontracting is at the discretion of Modivcare.

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Your 2025 plan comes packed with extras

UnitedHealthcare® Group Medicare Advantage (PPO) plan



UnitedHealthcare®
Group Medicare Advantage

UAW RETIREE
Medical Benefits Trust

Get all the benefits of a UnitedHealthcare® Group Medicare Advantage (PPO) plan, plus some great extras including:



Annual Wellness Visit and preventive care services at \$0 copay¹

An Annual Wellness Visit with your provider is one of the best ways to start your year off and stay on top of your health. You and your provider can work as a team to create a preventive care plan, review medications and talk about any health concerns.



Yearly in-home visit

Get a yearly check-in with a member of our licensed health care practitioners who will:

- Perform a head-to-toe exam, health screenings and answer your health questions
- Review your medical history and medications
- Send a summary of your visit to you and your primary care provider

Video visits from UnitedHealthcare® HouseCalls – Prefer a video visit instead? HouseCalls offers a video visit using a computer, tablet or smartphone to connect plan members with a health care practitioner.

Virtual visits may require video-enabled smartphone or other device. Not for use in emergencies.

A HouseCalls visit is designed to support, but not take the place of, your provider's care.

HouseCalls may not be available in all areas.

For more information, visit [UHCHouseCalls.com](https://www.uhchousecalls.com) or call toll-free **1-866-447-7868**, TTY **711**.



Let's Move by UnitedHealthcare®²

At no additional cost to you, Let's Move by UnitedHealthcare is our health and wellness program to help keep your mind, body and social life active. With simple resources, tools, fun events and personalized support, we'll help you explore ways to eat well, stay connected and be financially, physically and mentally fit.

Let's eat well

Treat yourself to tasty recipes, fun cooking events and support

Let's get fit

Get free access to at-home workouts, online classes and local fitness events

Let's live well

Learn ways to help manage your financial well-being

Let's be mentally fit

Support your mental health with services, online tools and resources

Let's make friends

Find ways to connect through local and online events, classes, volunteering and more

Let's support

Find caregiver resources to help you support loved ones and yourself

Get started by visiting [letsmovebyuhc.com](https://www.letsmovebyuhc.com).



Mental and behavioral health resources

Nothing is more important than your health, which includes your mental health. You have access to many resources to help improve your emotional and mental health, including:

- Ongoing mental health support with Optum® Behavioral Health
- Resources through our Health and Wellness experience

To learn more, call the number on your member ID card or visit **Health & Wellness** on your member website.



Virtual visits³

See a doctor or talk to a behavioral health specialist anytime using live video chat from your computer, tablet or smartphone.

With **Virtual Doctor Visits**, you can ask questions, get a diagnosis or even get medication prescribed and have it sent to your pharmacy.³

With **Virtual Behavioral Health Visits**, you can speak to a behavioral health specialist for addiction, depression, anxiety, stress, loss and behavioral health medication management.

To find a list of participating Virtual Visit providers visit [uhcvirtualvisits.com](https://www.uhcvirtualvisits.com) and select **Choose a Medical or Behavioral Provider**.



24/7 Nurse Support⁴

24/7 Nurse Support was designed specifically to help make your health decisions simple and convenient by helping to provide immediate answers to your health questions anytime, anywhere – 24 hours a day, 7 days a week – at no additional cost.

When you call, a registered nurse can help you:

- Choose where to go for care – whether that's self-care, a provider visit or urgent care
- Find a provider or hospital that meets your needs and preferences
- Understand your diagnosis and explore treatment options

For more information, call toll-free **1-877-365-7949**, TTY **711**.



Real Appeal®⁵

Real Appeal® is an online weight management* and healthy lifestyle program proven to help you achieve lifelong results and Real Appeal Diabetes Prevention** is a CDC-recognized lifestyle program for pre-diabetes and high-risk individuals. It's available to you at no additional cost and includes:

- Online group sessions, and one-on-one sessions (for those that qualify) led by a coach, and personalized messaging
- A health coach who will partner with you and guide you to a healthier, happier you
- A community of members to keep you motivated and accountable
- Goal-setting tools, trackers and weekly content to help you learn and stay engaged
- A Success Kit with all the tools you need delivered right to your door

Get started at [uhc.realappeal.com](https://www.uhc.realappeal.com) or call **1-844-924-7325**, TTY **711**.

*Real Appeal® Weight Management is available to you if you have a BMI of 19 or higher. If you are pregnant, please speak with your primary care provider (PCP) before joining the program. Limitations and restrictions apply.

**Real Appeal Diabetes Prevention is available to you if you have a BMI of 25, not previously diagnosed with type 1 or type 2 diabetes, not pregnant and have a pre-diabetes, gestational diabetes history, or high-risk pre-diabetes test results.



Healthy at Home⁶

With UnitedHealthcare Healthy at Home, you are eligible for the following benefits up to 30 days following all inpatient and skilled nursing facility discharges:

- **Meals:** 28 home-delivered meals when referred by a UnitedHealthcare Engagement Specialist.⁶
- **Transportation:** 12 one-way rides to medically-related appointments and the pharmacy when referred by a UnitedHealthcare Engagement Specialist.⁶
- **In-home personal care:** 6 hours of in-home personal care from a professional caregiver for tasks such as meal preparation, bathing, medication management and more. No referral required.

A new referral is required after every discharge to access your meal and transportation benefit. Call the customer service number on your UnitedHealthcare member ID card for more information and to use your benefits. Some restrictions and limitations may apply.



Fitness membership⁷

SilverSneakers®⁷ is a fitness benefit that includes:

- A free membership and access to group exercise classes at participating fitness locations.⁸
- Classes to get active outside of traditional gyms.
- Virtual resources and a support network through SilverSneakers LIVE™, SilverSneakers On-Demand™ and the SilverSneakers GO™ fitness app.
- SilverSneakers Steps for members 15 miles or more from a participating fitness center. Choose the kit that works best for you: general fitness, strength, walking or yoga.

Find a participating location at [silversneakers.com](https://www.silversneakers.com) or call toll-free **1-888-338-1722**, TTY **711**.



Transportation

If you're in need of a reliable ride to your doctor or specialist appointments, our transportation program can help. We have a variety of options depending on your needs, all at no additional cost to you.⁹

How it works

- Use your transportation benefit for rides to and from your medical appointments and to the pharmacy to pick-up your prescriptions.
- Schedule up to 24 one-way trips per year.
- Call the number below to schedule your ride. Your trip can be scheduled up to 30 days in advance but must be made at least 2 days before your appointment for standard services.
- A representative will ask for your name and address, UnitedHealthcare® member ID number, and address of your medical appointment or pharmacy. Please have this information ready when you call.

If your ride does not come within the scheduled window, call the number below for assistance.

Schedule your ride or learn more. Call **1-833-219-1182**, TTY **1-844-488-9724**. Or visit [modivcare.com/BookNow](https://www.modivcare.com/BookNow).

For more details, please review your Evidence of Coverage (EOC).